



# Third Party Service Providers

Our Community Pty Ltd (ABN 24 094 608 705)

Version 12

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To help Our Community provide, maintain, protect and improve our services, we share information with third party service providers in accordance with our Privacy Policy.

You can find information on the service providers we currently work with, including:

- The service they provide
- Relevant data we disclose to them
- The countries in which they process the data (as specified by the provider), and
- Links to their respective privacy policies.

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# 1 Online Services

These third party service providers are used by our websites and applications including [OurCommunity.com.au](http://OurCommunity.com.au), [CommunitiesInControl.com.au](http://CommunitiesInControl.com.au) (CIC), [FundingCentre.com.au](http://FundingCentre.com.au), [GiveNow.com.au](http://GiveNow.com.au), [CommunityDirectors.com.au](http://CommunityDirectors.com.au) (ICDA), [SmartyGrants.com.au](http://SmartyGrants.com.au) and [SmartyFile.com.au](http://SmartyFile.com.au). This includes any analytics/marketing tools included on our sites.

Service Provider	Purpose	Data Disclosed	Location	Privacy Information
<b>AC3</b>	Managed service provider (MSP) for provisioning Amazon AWS environments and providing technical support	Data is not received or held by AC3 however AC3 engineers may access data stored in Amazon AWS for support purposes at our request.	<u>Processing region:</u> Australia <u>Address (HQ):</u> Level 7, 477 Pitt Street, Haymarket NSW 2000, Australia	See AC3's <a href="#">Privacy Policy</a> and <a href="#">Who we are</a>
<b>Amazon Web Services (AWS)</b>	AWS provides storage for application databases, file systems and logs	Name, email address, any personal information entered or uploaded into our applications (e.g. FundingCentre, GiveNow SmartyGrants or SmartyFile).	<u>Processing region:</u> Australia <u>Address (AU HQ):</u> Level 37, 2 Park Street, Sydney NSW 2000, Australia	The AWS website provides data privacy resources on its <a href="#">Australia Data Privacy</a> page
<b>Cloudflare</b>	Network services and waiting rooms to improve the reliability and performance of our online services.	Device information, network information, location (derived from network information).	<u>Processing region:</u> Refer to Cloudflare's <a href="#">data center locations</a> <u>Address (HQ):</u> Level 28, 161 Castlereagh St, Sydney, NSW 2000	See Cloudflare's <a href="#">Privacy Policy</a>
<b>Epignosis (TalentLMS)</b>	A learning management system used for online training.	Name, email address, postal address, organisation name.	<u>Processing region:</u> USA, UK <u>Address (HQ):</u> Level 9, 315 Montgomery Street, San Francisco, California CA 94104 USA	See Talent LMS's <a href="#">Privacy Policy</a>
<b>Facebook Pixel</b>	Used to create a Custom Audience for marketing purposes.	Network information, location (derived from network information), usage and referral data.	<u>Processing region:</u> USA, other unspecified regions <u>Address:</u> 1 Hacker Way, Menlo Park, CA 94025, USA	See Facebook's <a href="#">Data Policy</a> , <a href="#">Customer List Custom Audience Terms</a> and <a href="#">Data Processing Terms</a>

You can control how Facebook uses this information by managing your [ad preferences](#)<sup>1</sup>. There are browser plugins available to prevent Pixel sending information to Facebook.

<sup>1</sup> <https://www.facebook.com/help/562973647153813>

Service Provider	Purpose	Data Disclosed	Location	Privacy Information
<b>Google (Analytics and Global Site Tag)</b>	A tool that uses cookies to collect and report on website traffic and navigation data and send it to Google Ads, Campaign Manager, Display & Video 360, Search Ads 360, and Google Analytics	<u>Analytics</u> : Device information, network information, location (derived from network information), usage and referral data <u>Global Site Tag</u> : Age, gender, interests, language, device information, network information, location (derived from network information), usage and referral data	<u>Processing region</u> : USA, other unspecified countries <u>Address (HQ)</u> : 1600 Amphitheatre Parkway, Mountain View, CA 94043, USA	The Google Analytics 'Safeguarding Your Data' page contains information about how Google collects and uses information from websites / apps that are using Google Analytics. Google also has a <a href="#">Privacy Policy</a> .
You can opt out of Google Analytics by installing Google's <a href="#">opt-out browser add-on</a> <sup>2</sup> , and opt out of interest-based Google ads using <a href="#">Google's Ads Settings</a> <sup>3</sup> .				
<b>Google (ReCaptcha)</b>	Used to verify that visitors to our websites are human.	Network information, location (derived from network information).	<u>Processing region</u> : Refer to <a href="#">Google's data centre locations</a> <u>Address</u> : 48 Pirrama Road, Sydney, NSW 2009, Australia	See Google's <a href="#">Privacy Policy</a>
<b>HelloBar</b>	Collects information for marketing purposes, to direct web traffic and to display website banners.	Device information, network information, location (derived from network information).	<u>Processing region</u> : USA <u>Address</u> : 450 B Street #775, San Diego, CA 92101, USA	See HelloBar's <a href="#">Privacy Policy</a>
<b>Issuu</b>	Provision of software to provide interactive digital content (e.g. booklets, brochures) for publication on our websites.	Device information, network information, location (derived from network information).	<u>Processing region</u> : USA <u>Address (HQ)</u> : 131 Lytton Ave, Palo Alto, CA 94301	<a href="#">See Issuu's Privacy Policy</a> .
<b>Microsoft (Bing Webmaster)</b>	A tool that collects searched keywords and user interaction on our website search pages.	Device information, network information, location (derived from network information).	<u>Processing region</u> : Australia, USA, other unspecified regions <u>Address (HQ)</u> : One Microsoft Way, Redmond, WA 98052, USA	See the <a href="#">Microsoft Privacy Statement</a>
<b>New Relic</b>	An application and service monitoring tool that provides us with real-time information about the health and performance of our online services.	Device information, network information, location (derived from network information), log files (up to 30 days).	<u>Processing region</u> : Australia, USA, other unspecified regions <u>Address (HQ)</u> : 88 Spear Street, Suite 1200, San Francisco, CA 94105, USA	See New Relic's <a href="#">Data Privacy Notice</a> and <a href="#">Data Processing Addendum</a>

<sup>2</sup> <https://tools.google.com/dlpage/gaoptout>

<sup>3</sup> <https://www.google.com/settings/u/0/ads/authenticated>

Service Provider	Purpose	Data Disclosed	Location	Privacy Information
<b>S Group and Vultr</b>	Provisioning of software and cloud infrastructure for managing website content (Craft) and forms (Formie).	Device information, network information, location (derived from network information), usage and referral data.  If you fill out any forms on the website: name, email, any information included in a form.	<u>Processing region:</u> Australia, USA <u>Address (HQ):</u> 319 Clematis Street Suite 900, West Palm Beach, FL 33401, USA	See Vultr's <a href="#">Privacy Policy</a>
<b>SecurePay</b>	Process payment and refunds.	Name, card details.	<u>Processing region:</u> Australia, India, other unspecified regions <u>Address (mailing):</u> Australia Post Group, GPO Box 1777, Melbourne Vic 3000, Australia	See clause 23 (Privacy) of SecurePay's <a href="#">Terms of Service</a>

## 2 Operations

These third party service providers are used to support Our Community services and operations across all our enterprises, such as for sales and marketing, research, customer service, managing training and events, communications and document management.

We use various conference venues for in-person events. Depending on the nature of the event, we may disclose delegate details such as name, address, phone number, email address, organisation name, job title, dietary and access requirements.

Service Provider	Purpose	Data Disclosed	Location	Privacy Information
<b>Atlassian (Jira Software / Jira Service Management)</b>	Delivery and support tools for capturing and managing changes (e.g. new features, improvements, bugs or incidents).	Name, email address, organisation name, ABN, job title, any information provided to us when raising an enquiry or incident.	<u>Processing region:</u> USA, European Union, Singapore, Australia <u>Address (HQ):</u> Level 6, 341 George Street, Sydney, NSW, 2000, Australia	See Atlassian's <a href="#">Privacy Policy</a>
<b>Calendly</b>	Provision of meeting scheduling service.	Name, email address, phone number, meeting subject, calendar status information, device information, network information, location (derived from network information).	<u>Processing region:</u> USA <u>Address (HQ):</u> 271 17 <sup>th</sup> St NW, Atlanta, GA 30363, USA	See Calendly's <a href="#">Privacy Policy Notice</a>

Service Provider	Purpose	Data Disclosed	Location	Privacy Information
<b>Campaign Monitor</b>	Management of mailing lists and email correspondence, for information, marketing and support.	Name, email address, organisation name, device information, network information, location (derived from network information).	<u>Processing region:</u> Australia, USA, other unspecified regions <u>Address (mailing):</u> 9 Lea Ave, Nashville, TN 37206, USA	See section 3 of Campaign Monitor's Privacy Notice, ' <a href="#">Campaign Monitor Users' subscribers (Generally Email Recipients)</a>
<b>Formstack</b>	Collection of information for various purposes (for example, competitions, nominations, expressions of interest and surveys)	Name, phone number, email address, any information included in the form you're filling out	<u>Processing region:</u> Australia, USA <u>Address (HQ):</u> 11671 Lantern Road, Ste. 300, Fishers, IN 46038, USA	See Formstack's <a href="#">Privacy Policy</a>
<b>LinkedIn Matched Audience</b>	Used to create a Matched Audience for marketing purposes.	Email address.	<u>Processing region:</u> USA, other unspecified regions <u>Address:</u> 1000 W. Maude Avenue, Sunnyvale, CA 94085, USA	Refer to LinkedIn's <a href="#">Privacy Policy</a> and LinkedIn's <a href="#">Help</a> for further information and privacy tools.
<b>LogMeIn (GoToMeeting, GoToWebinar, GoToTraining)</b>	Provisioning of online meeting and webinar tools	Name, email address, network information, video (if enabled), any information shared through screen share or text chat.	<u>Processing region:</u> Australia, USA, Europe, UK, Israel and APAC <u>Address (HQ):</u> 333 Summer Street, Boston, Massachusetts 02210, USA	See LogMeIn's <a href="#">Privacy Policy</a> and the GoTo Collaboration Suite <a href="#">Sub-Processor List</a>
<b>Microsoft 365</b>	Provision of apps and cloud services including email, calendars, files and database storage	Name, email address, network information, any information included in the content or attachments of an email or calendar booking. Information provided to us for training and events such as address, phone number, dietary and access requirements.	<u>Processing region:</u> Australia, USA, other unspecified regions <u>Address (HQ):</u> One Microsoft Way, Redmond, WA 98052, USA	See Microsoft 365's <a href="#">Privacy Statement</a> and the <a href="#">Trust Centre</a>
<b>Salesforce</b>	We use Salesforce to manage information about prospects and customers.	Name, phone number, email address, job title and organisation name, any information provided to us during sales and account management processes.	<u>Processing region:</u> Australia, USA, Japan, other unspecified regions <u>Address (HQ):</u> Level 12, Tower 3 Darling Park, 201 Sussex Street, Sydney NSW 2000, Australia	Salesforce's <a href="#">Privacy</a> page contains links to useful privacy resources

Service Provider	Purpose	Data Disclosed	Location	Privacy Information
<b>Slack</b>	A messaging platform that we use to communicate with internal team members.	Name, email address, any additional information associated with a service request or to investigate a product defect.	<u>Processing region:</u> Australia, USA <u>Address (HQ):</u> 500 Howard St, San Francisco, CA 94105, USA	See Slack's <a href="#">Privacy Policy</a>
<b>Stripe</b>	Integrates with Xero to enable customers to pay invoices via credit card.	Name, email address, organisation name, credit card details.	<u>Processing region:</u> Australia, USA, other unspecified locations <u>Address (Australia):</u> Level 7, 222 Exhibition St, Melbourne VIC 3000 <u>Address (HQ):</u> 354 Oyster Point Boulevard, San Francisco, 94103, USA	See Stripe's <a href="#">Privacy Policy</a> and <a href="#">Privacy Centre</a>
<b>SurveyMonkey</b>	Used for surveys, to solicit input and collect feedback.	Name, phone number, email address, any information included in the survey you're filling out.	<u>Processing region:</u> Australia, USA, other unspecified locations <u>Address (HQ):</u> Momentive Inc., 1 Curiosity Way, San Mateo, California 94403 USA	See SurveyMonkey's <a href="#">Privacy Notice</a>
<b>Viatek</b>	Managed service provider (MSP) for Microsoft 365 and endpoint management services	Data is not received or held by Viatek however Viatek engineers may access data stored in Microsoft 365 for support purposes at our request.	<u>Processing region:</u> Australia <u>Address (HQ):</u> Level 2/44 Gwynne St, Cremorne VIC 3121	See Viatek's <a href="#">Privacy Policy</a>
<b>X / Twitter (Conversion Tracking and Custom Audience)</b>	<u>Conversion Tracking:</u> Used to measure conversions or actions of users. <u>Custom Audience:</u> Used to create a Custom Audience for marketing purposes.	<u>Conversion Tracking:</u> Device information, network information, location (derived from network information), usage and referral data. <u>Custom Audience:</u> Email address.	<u>Processing region:</u> USA, Ireland, Germany, Israel, Cyprus, Japan <u>Address:</u> 1355 Market St #900, San Francisco, CA 94103, United States	See Twitter's <a href="#">Privacy Policy</a> .

Refer to the [X Master Services Agreement for Asia Pacific](#)<sup>4</sup> which provides links to opt out of these services.

<sup>4</sup> <https://legal.twitter.com/ads-terms/apac.html>

Service Provider	Purpose	Data Disclosed	Location	Privacy Information
<b>Xero</b>	Business/finance system used for invoices and payments to/from customers and suppliers.	Name, email address, organisation name, organisation bank account.	<u>Processing region:</u> New Zealand, USA, other unspecified regions <u>Address (HQ):</u> 19-23 Taranaki Street, Te Aro, Wellington 6011, New Zealand	See Xero's <a href="#">Privacy Notice</a>
<b>Zendesk</b>	A customer service tool that allows us to capture manage support requests (e.g., enquiries or incidents).	Name, email address, any information provided to us when raising an enquiry or incident.	<u>Processing region:</u> SmartyGrants: Australia Other Enterprises: Europe, USA, other unspecified regions. <u>Address (HQ):</u> 989 Market Street, San Francisco, CA 94103, USA	See Zendesk's <a href="#">Privacy Policy</a>
<b>Zoom</b>	Provisioning of online meeting and webinar tool.	Name, email address, network information, video (if enabled), any information shared through screen share or text chat.	<u>Processing region:</u> Australia, USA, other unspecified locations <u>Address (HQ):</u> 55 Almaden Boulevard, Suite 600, San Jose, CA 95113, USA	See Zoom's <a href="#">Privacy Policy</a>

### 3 Funding Centre

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Refer to the third party service providers listed in sections 1 and 2.

## 4 GiveNow

These third party service providers are used by [GiveNow.com.au](https://www.givenow.com.au) in addition to the providers listed in sections 1 and 2.

Service Provider	Purpose	Data Disclosed	Location	Privacy Information
<b>Hotjar</b>	A tool that provides surveys, heatmaps and recordings of how users use the GiveNow application. This helps us understand and optimise our user interface.	IP address, user activity, and any information you disclose in a survey widget on the GiveNow website.	<u>Processing region:</u> Ireland, Germany, USA, EU <u>Address:</u> Hotjar Ltd Dragonara Business Centre 5th Floor, Dragonara Road, Paceville St Julian's STJ 3141 Malta	See HotJar's <a href="#">Privacy Policy</a> , <a href="#">Acceptable Use Policy</a> and <a href="#">Data Safety, Privacy &amp; Security</a> page
You can opt out of Hotjar's collection of your data by following the steps outlined on their <a href="#">Do Not Track</a> <sup>5</sup> page.				
<b>Intuit (MailChimp)</b>	An email service used for sending and managing mailouts.	Name, email address (up to 90 days), any information included in the content or attachments of the mailout (up to 30 days).	<u>Processing region:</u> Australia, USA, Canada, European Union <u>Address (mailing):</u> 675 Ponce de Leon Ave NE, Suite 5000, Atlanta, GA 30308 USA	See Intuit's <a href="#">Privacy Policy</a>
<b>Merchant Warrior</b>	Payment gateway used for transaction processing.	<u>Donors:</u> Name, address, card or bank account details, phone number, email address. <u>Organisations:</u> Name (primary contact), phone number, email, organisation name, ABN, postal/billing address, website.	<u>Processing region:</u> Australia <u>Address:</u> Level 8, 345 Ann Street, Brisbane, QLD 4000, Australia	See Merchant Warrior's <a href="#">Privacy Policy</a>

## 5 Institute of Community Directors Australia (ICDA)

Refer to the third party service providers listed in sections 1 and 2.

<sup>5</sup> <https://www.hotjar.com/policies/do-not-track>



## 6 Our Community House

These third party service providers are used by Our Community House in addition to the providers listed in sections 1 and 2.

Service Provider	Purpose	Data Disclosed	Location	Privacy Information
<b>Google Forms</b>	Used to capture meeting room bookings from the general public.	Name, email address.	<u>Processing region:</u> Refer to Google's <a href="#">data centre locations</a> <u>Address:</u> 48 Pirrama Road, Sydney, NSW 2009, Australia	See Google's <a href="#">Privacy Policy</a>
<b>Greetly</b>	Office visitor registration system and check-in application.	Name.	<u>Processing region:</u> USA, Europe <u>Address:</u> 1805 S. Bellaire St #501, Denver, CO 80222	See Greetly's <a href="#">Privacy Policy</a>
<b>Intuit (MailChimp)</b>	An email service used for sending and managing mailouts.	Name, email address, organisation name, device information, network information, location (derived from network information).	<u>Processing region:</u> Australia, USA, Canada, European Union <u>Address (mailing):</u> 675 Ponce de Leon Ave NE, Suite 5000, Atlanta, GA 30308 USA	See Intuit's <a href="#">Privacy Policy</a>
<b>OfficeRnD</b>	Coworking software used for managing memberships, booking facilities and communicating to tenants.	Name, email address, phone number and any personal information entered or uploaded into OfficeRnD.	<u>Processing region:</u> Europe, UK, other unspecified regions <u>Address:</u> 4 Crown Pl, London EC2A 4BT, UK	See OfficeRnD's <a href="#">Privacy Policy</a>
<b>Squarespace</b>	A website design and hosting service used to display information about Our Community House, our services and members as well as capture enquiries.	Name, email address, phone number, any other information added to the enquiry form's free text field.	<u>Processing region:</u> <a href="#">USA</a> <u>Address (HQ):</u> <a href="#">8 Clarkson St, New York, NY 10014, USA</a>	See Squarespace's <a href="#">Privacy Policy</a> .

## 7 SmartyGrants (including SmartyFile)

These third party service providers are used by SmartyGrants and SmartyFile in addition to the providers listed in sections 1 and 2.

A list of libraries/dependencies used in SmartyGrants and SmartyFile can be provided on request to [service@smartygrants.com.au](mailto:service@smartygrants.com.au).

Service Provider	Purpose	Data Disclosed	Location	Privacy Information
<b>Appcues</b>	Provisioning of a user engagement platform that provides context-sensitive notifications and assistance	Organisation name, account/user configuration settings, device information, network information, location (derived from network information)	<u>Processing region</u> : Australia, USA <u>Address (mailing)</u> : 177 Huntington Ave Ste 1703, PMB 94414, Boston, MA 021151, USA	See Appcues' <a href="#">Privacy Policy</a> and list of <a href="#">Subservice Providers</a>
<b>Atlassian (Confluence and StatusPage)</b>	<u>Confluence</u> : Content management for the Help Hub. <u>StatusPage</u> : Communicating the status of our online services (for example scheduled maintenance and outages).	<u>Confluence</u> : Device information, network information, location (derived from network information). <u>StatusPage</u> : Email address for users who opt in to receive email alerts from StatusPage.	<u>Processing region</u> : Australia, USA, Germany, Ireland, Singapore, other unspecified regions in which AWS hosts Confluence <u>Address (HQ)</u> : Level 6, 341 George Street, Sydney, NSW, 2000, Australia	See Atlassian's <a href="#">Privacy Policy</a>
<b>HERE Maps</b>	An address lookup service that supports address geocoding and maps	Address, device information, network information	<u>Processing region</u> : Australia, Netherlands, other unspecified regions <u>Address (mailing)</u> : 222 -226, 5611 ZT Eindhoven, Netherlands	See HERE's <a href="#">Privacy Policy</a>
<b>Intuit (Mandrill)</b>	An email service used for sending and managing mailouts	Name, email address (up to 90 days), any information included in the content or attachments of the mailout (up to 30 days).	<u>Processing region</u> : Australia, USA, Canada, European Union <u>Address (mailing)</u> : 675 Ponce de Leon Ave NE, Suite 5000, Atlanta, GA 30308 USA	See Intuit's <a href="#">Privacy Policy</a>

Service Provider	Purpose	Data Disclosed	Location	Privacy Information
<b>Sisense</b>	Embedded analytics, used for data visualisation, reporting and insights.	Sisense is self-hosted on our cloud infrastructure – refer to section 1 AC3 and Amazon Web Services (AWS). No data is disclosed to Sisense cloud. We have listed Sisense in our Third Party Service Provider list, because a security vulnerability introduced into the Sisense user interface could potentially be exploited to gain unauthorised access to SmartyGrants data.	<u>Address (HQ)</u> : 1359 Broadway, 4th Floor, New York, 10018, USA	See Sisense's <a href="#">security and trust center</a>
<b>Twilio (Segment)</b>	A tool that helps us capture information, and route it to other tools (such as Google Analytics). Used by the Manage Site only	Device information, network information, location (derived from network information), usage and referral data	<u>Processing region</u> : Australia, USA, other unspecified locations <u>Address (mailing)</u> : 101 Spear St, FL 1, San Francisco, CA 94105, USA	See Segment's <a href="#">Privacy Policy</a>